
From: Yvie Mondenge <Yvie.Mondenge@usac.org>
Sent: Thursday, July 26, 2018 5:30 PM
To: Cacini, Marina B; Catriona Ayer; D'andrea, Nicholas B
Cc: Pickens, Matthew R; Ventimiglia, David V; James Papala; 'Cricky Cirillo (cricky@erateprogram.com)'; Leslie Frelow; Pamela Lloyd
Subject: RE: URGENT! Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Hello Ms. Cacini,

As we discussed, we resolved the system error, which served as an impediment for you to file an invoice.

According to FCC rules, applicants and service providers may request a one-time, 120-day extension of the deadline to file an invoice. The applicant received a one-time extension for FRN 1699114402. The last date to file an invoice for FRN 1699114402 was February 27, 2018.

You must submit a waiver request to the FCC of the deadline to file the invoice. The FCC must grant your waiver request before USAC can extend the invoice deadline.

Please notify me when you file your waiver request to the FCC.

Please contact me if you have any questions or concerns.

Yvie

From: Cacini, Marina B [mailto:Marina.Cacini@charter.com]
Sent: Thursday, July 26, 2018 12:51 PM
To: Yvie Mondenge; Catriona Ayer; Tracey Beaver; D'andrea, Nicholas B
Cc: Pickens, Matthew R; Ventimiglia, David V; Cyndi Beach; James Papala; 'Cricky Cirillo (cricky@erateprogram.com)'
Subject: RE: URGENT! Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Hi Yvie,

We have not heard back from you regarding the USAC database update with the new [FCC Form 486 start date](#) and new [last day to invoice](#) update after the appeal was completed by USAC.

We need to send the invoice to USAC ASAP and recover the funds we have discounted to this customer for FY2016.

Nick D'Andrea on my team is going to reach out to you today to find out what is the status.

Thank you,

Marina

From: Yvie Mondenge [<mailto:Yvie.Mondenge@usac.org>]
Sent: Monday, June 25, 2018 5:35 PM
To: Cacini, Marina B <Marina.Cacini@charter.com>; Catriona Ayer <Catriona.Ayer@usac.org>; Tracey Beaver <Tracey.Beaver@usac.org>
Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B <Nicholas.DAndrea@charter.com>; Ventimiglia, David V <david.ventimiglia@charter.com>; Cyndi Beach <Cyndi.Beach@usac.org>
Subject: RE: URGENT! Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Hello Ms. Cacini,

I apologize for the delay in the response. I was out of the office since our discussion on June 14.

I will conduct further research and provide you with further information.

Thank you

Yvie

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]
Sent: Monday, June 25, 2018 2:09 PM
To: Yvie Mondenge; Catriona Ayer; Tracey Beaver
Cc: Pickens, Matthew R; D'andrea, Nicholas B; Ventimiglia, David V
Subject: URGENT! Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

Good Afternoon Yvie,

Our case for this FRN was just updated again. Could you please provide:

- Appeal status/USAC Invoice database correction status and green light to invoice USAC
- The last day to invoice after the appeal was completed 03/17/18.

We need to close this FY2016 outstanding item ASAP.

User	Note
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding information on your rejected</p> <p>Unfortunately the Form 486 #41736 for FRN 1699114402 was NOT Approved as the SP is in for CIPA Non-Compliance and the Funding has been rescinded. That is why the Invoices for</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case 8100.</p> <p>Thank you, Marcus S. Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>

Thank you,

Marina

From: Cacini, Marina B
Sent: Thursday, June 14, 2018 2:57 PM
To: Tracey Beaver <tracey.beaver@usac.org>; Yvie Mondenge <yvie.mondenge@usac.org>
Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B <Nicholas.DAndrea@charter.com>; James Papala <papalaj@cudahysd.org>; Catriona Ayer <catriona.ayer@usac.org>; Cyndi Beach <cyndi.beach@usac.org>
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

Good Afternoon Yvie,

Thank you for the call today to let me know that you are working on the invoice database correction in order for us to be able to invoice USAC for FRN **1699114402**.

Per our conversation please let us know when is the last day to invoice after the appeal was completed 03/17/18.

Thank you,

Marina

From: Cacini, Marina B

Sent: Friday, June 08, 2018 2:51 PM

To: Tracey Beaver <tracey.beaver@usac.org>; Yvie Mondenge <yvie.mondenge@usac.org>

Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B <Nicholas.DAndrea@charter.com>;

James Papala <papalaj@cudahysd.org>; Catriona Ayer <catriona.ayer@usac.org>; Cyndi Beach <cyndi.beach@usac.org>

Subject: Re: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

Thank you for the update Yvie. As soon as we have email confirmation from you, we will proceed to reinvoice USAC.

Have a great weekend,

Marina

From: Yvie Mondenge

Sent: Friday, June 8, 2:45 PM

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

To: Cacini, Marina B, Tracey Beaver

Cc: Pickens, Matthew R, D'andrea, Nicholas B, James Papala, Catriona Ayer, Cyndi Beach

Hello Ms. Cacini,

I have attempted to contact you regarding the status of the appeal for Cudahy School District FRN 1699114402.

We completed the review of the appeal and issued the Revised Funding Commitment Decision Letter (RFCDL) on March 17, 2018. Please check your Newsfeed for the RFCDL.

We are conducting further research to ensure there are no impediments for you to file an invoice. We will provide you with further information as soon as possible.

Thank you

Yvie

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]

Sent: Tuesday, June 05, 2018 3:46 PM

To: Yvie Mondenge; Tracey Beaver

Cc: Pickens, Matthew R; D'andrea, Nicholas B; James Papala; Catriona Ayer

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

Good Afternoon Tracey and Yvie,

I am following up to see if you have an update on the FCC Form 486 issue below for FRN **1699114402 (BEN 132808)**.

Thank you,

Marina

From: Cacini, Marina B

Sent: Tuesday, May 29, 2018 10:15 AM

To: 'Yvie Mondenge' <Yvie.Mondenge@usac.org>; Tracey Beaver <Tracey.Beaver@usac.org>

Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B

<Nicholas.DAndrea@charter.com>; James Papala <papalaj@cudahysd.org>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Good Morning Yvie,

We are reaching out to find out the status of appeal # 90620. As you may recall there was a USAC system issue related to the FCC Form 486 that impeded Time Warner Cable to invoice for SPI discounts (the invoice kept rejecting).

I checked the electronic FCC Form 486s, and I am unable to find a new one for **1699114402 (BEN 132808)**, besides the original one from the 05/28/17 report. The FRN status tool still shows that field blank.

We would like to invoice USAC for this FY2016 SPI discounts ASAP.

Thank you in advance,

Marina

Records / Appeals

CUDAHY SCHOOL DISTRICT 486 Appeal - #90620

Summary Associated FRNs News Related Actions

In-Review Outreach Wave Ready **Committed**

▼ Appeal Information

[View Status \(-\)](#)

Status USAC issued a revised funding decision on 03/17/2018. Check your Newsfeed for the decision.

Funding Year 2016

Submitting Organization CUDAHY SCHOOL DISTRICT (BEN: 132808)

Created By USAC

Created On 2/27/2018 7:50 AM EST

▼ Main Contact

Name papalaj@cudahysd.org

Phone Number N/A

Email papalaj@cudahysd.org

▼ Narrative

We have created an appeal record on your behalf to correct a possible system error with your Form 486. We will advise you when our review is complete. There is no action required by you at this time.

▼ Appeal Details

Decision appealed by applicant FCC Form 486 Notification Letter

If you wish to modify or cancel your appeal, or, if you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

From: Yvie Mondenge [<mailto:Yvie.Mondenge@usac.org>]

Sent: Tuesday, March 06, 2018 4:45 PM

To: Cacini, Marina B <Marina.Cacini@charter.com>; James Papala <papalaj@cudahysd.org>; Tracey Beaver <Tracey.Beaver@usac.org>

Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B <Nicholas.DAndrea@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Hello Mr. Papala,

USAC created the appeal record 90620 to provide you with the opportunity to correct the CIPA compliance for Cudahy School District 471 161047496 FRN 1699114402. We have a goal to process all appeals within 90 days of receipt.

There is no action required by you at this time. Should we have questions while processing your appeal, we will contact you.

If you have any questions, please contact our Client Service Bureau (CSB) at 1-888-203-8100 or create an EPC customer service case and add your question within the customer service case. If you need assistance with creating a customer service case, please contact our CSB.

Thank you

Yvie

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]

Sent: Tuesday, March 06, 2018 4:29 PM

To: James Papala; Yvie Mondenge; Tracey Beaver

Cc: Pickens, Matthew R; D'andrea, Nicholas B

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Good Afternoon Yvie,

Please respond to email below at your earliest convenience.

Thank you,

Marina

From: Cacini, Marina B

Sent: Wednesday, February 28, 2018 6:04 PM

To: James Papala <papalaj@cudahysd.org>; Yvie.Mondenge@usac.org

Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; D'andrea, Nicholas B <Nicholas.DAndrea@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Good Afternoon Yvie,

Could you please confirm there is no action required by Mr. Papala at this time? Do you know how long will it take for the new FCC Form 486 to be completed by USAC?

Thank you in advance,

Marina

Newsfeed:



E-Rate Productivity Center Appeal Confirmation Letter



Confirmation Letter is an acknowledgement that USAC has received CUDAHY SCHOOL DISTRICT's Appeal number - 90620 for Funding Year 2016 on 2/27/2018. Each Applicant featured on this request will be able to view this confirmation letter.

It is important that you review this request now to make sure the information you have filed is accurate.

Click on the date/time at the bottom of this Appeal Confirmation Letter to see a printable version.

NEXT STEPS

- Gather the documentation you used to complete your request so that you can respond to questions from USAC about your request
- Retain documentation showing that you have complied with all standards, with all statutes and E-rate program rules for at least 10 years after the last day of service delivered.
- You can view your entire Appeal by clicking the link below.

Please keep a copy of this confirmation for your records.

If you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

#132808 - CUDAHY SC... #143048275 - Time Wa... CUDAHY SCHOOL DIST...

Yesterday, 7:50 AM ☆ 🔒 Comment Hide Info ▲

Appeal Number 90620

Billed Entity CUDAHY SCHOOL DISTRICT (BEN: 132808)

Submission Date 2/27/2018

Appeal tab:

[News](#) [Tasks](#) [Records](#) [Reports](#) [Actions](#)

Appeals

STATUS | Any | Any

CU **CUDAHY SCHOOL DISTRICT 486 Appeal - #90620**
Status: Outreach
Funding Year: 2016
Yesterday at 7:50 AM

From: Yvie Mondenge [mailto:Yvie.Mondenge@usac.org]

Sent: Monday, February 26, 2018 5:25 PM

To: papalaj@cudahysd.org; Cacini, Marina B <Marina.Cacini@charter.com>

Cc: Pickens, Matthew R <Matthew.Pickens@charter.com>; Schlindwein, Lisa E <Lisa.Schlindwein@charter.com>; Lafrance, David L <David.Lafrance@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****

Hello Mr. Papala and Ms. Cacini,

USAC will create the appeal record and provide the applicant with the opportunity to correct the CIPA compliance for Cudahy School District 471 161047496 FRN 1699114402.

Please check your Newsfeed for Cudahy School District for the Appeal Confirmation Letter.

After we complete our review, we will issue the FCC Form 486 Notification Letter. You must file your invoice no later than 120 days after the last day to receive service or 120 days after the FCC Form 486 Notification Letter date, whichever is later.

Please contact me if you wish to discuss further.

Thank you

Yvie

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]
Sent: Monday, February 26, 2018 2:36 PM
To: Yvie Mondenge
Cc: Pickens, Matthew R; Tracey Beaver
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Hi Yvie,
Please see below how we pull the FCC Form 486 form. This seems like an error in the USAC side, since there was no indication that there was an CIPA compliance issue with this FRN. We will need to re-invoice today in order to recover this funding for the applicant. Please let us know how to fix this issue ASAP.

Thanks,
Marina

#143048275 - Time Wa...

Jun 4, 2017 ☆ 🔒 Comment



E-rate Productivity Center FCC Form 486 Notification Letter

This FCC Form 486 Notification Letter is an acknowledgment that USAC has received a FCC Forms 486, containing Funding Request Numbers (FRNs) that list your Service Provider Identification Number (Time Warner Cable Business LLC SPIN: 143048275) in the prior may receive additional notifications that feature funding requests received by USAC in Form 486 forms.

There are two files attached to this notification which provide important information : changes that were made to the form and/or FRNs submitted by your customers. The 1 provides the information in human readable format. The .486 file is designed to be re machine, such as a billing system. The information in the two files is nearly the same l some additional fields provided in the Excel file. The .486 file continues to mirror the f by our legacy systems. For help with understanding the data structure of the machine fi ...[More](#)



Time Warner Cable Business LLC - FORM 486 EXCEL NOTIFICATION - 2017.5.28

XLSX 15 KB



Time Warner Cable Business LLC - FORM 486 ELECTRONIC NOTIFICATION - 2017.5.28.4

3 KB

#143048275 - Time Wa...

May 28, 2017 ☆ 🔒 Comment

From: Yvie Mondenge [<mailto:Yvie.Mondenge@usac.org>]

Sent: Monday, February 26, 2018 12:40 PM

To: papalaj@cudahysd.org; Cacini, Marina B <Marina.Cacini@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Importance: High

Hello Mr. Papala and Ms. Cacini,

I have attempted to contact you regarding your questions about the CIPA certification and the next steps to invoice for the Cudahy School District FRN 1699114402.

At your earliest convenience, please contact me at 202-423-2655 or ymondenge@usac.org

Thank you

Yvie

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]

Sent: Monday, February 26, 2018 11:02 AM

To: Tracey Beaver <Tracey.Beaver@usac.org>; Pickens, Matthew R <Matthew.Pickens@charter.com>; Catriona Ayer <Catriona.Ayer@usac.org>

Cc: Schlindwein, Lisa E <Lisa.Schlindwein@charter.com>; Lafrance, David L <David.Lafrance@charter.com>; papalaj@cudahysd.org

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Good Morning Tracey,

Could you please provide an update for FRN 1699114402?

I have added James Papala, CUDAHY SCHOOL DISTRICT FCC Form 471 contact to this email.

I want to make sure the customer is aware USAC has deemed that the FCC Form 486 indicates a CIPA violation.

Thank you,
Marina

From: Tracey Beaver [<mailto:Tracey.Beaver@usac.org>]

Sent: Friday, February 23, 2018 8:21 PM

To: Pickens, Matthew R <Matthew.Pickens@charter.com>; Catriona Ayer <Catriona.Ayer@usac.org>

Cc: Cacini, Marina B <Marina.Cacini@charter.com>; Schlindwein, Lisa E <Lisa.Schlindwein@charter.com>; Lafrance, David L <David.Lafrance@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Matt -

I have someone confirming possible next steps and will be in touch Monday morning.

Sent with BlackBerry Work
(www.blackberry.com)

From: Pickens, Matthew R <Matthew.Pickens@charter.com>

Date: Friday, Feb 23, 2018, 6:08 PM

To: Tracey Beaver <Tracey.Beaver@usac.org>, Catriona Ayer <Catriona.Ayer@usac.org>

Cc: Cacini, Marina B <Marina.Cacini@charter.com>, Schlindwein, Lisa E <Lisa.Schlindwein@charter.com>, Lafrance, David L <David.Lafrance@charter.com>

Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Good Evening,

To follow up to my previous email, I have attached the EPC News Brief 486 Notification download for Cudahy School District. Also included in the spreadsheet is an additional FRN with a clearly identified "CIPA Violation" which does not appear on the Cudahy School District's line item.

At this time we have provided the Customer with \$30,350.31 under the guidance of USAC via both Phone Calls and escalated Cases. Will we be allowed to submit a SPI Invoice or will there be an extension to the "Last Day to Invoice" until USAC can work with the Customer being that until a little more than an hour ago we were unaware of any CIPA concerns?

Please clarify next steps.

Thank you,

Matt Pickens | Manager, Government Subsidized Programs
[4145 S. Falkenburg Rd. Suite 7, Riverview, FL 33578](https://www.google.com/maps/place/4145+S.+Falkenburg+Rd.+Suite+7,+Riverview,+FL+33578/@28.175,82.525,15z)
DLGSPDept@charter.com
(813)302-0339

From: Pickens, Matthew R

Sent: Friday, February 23, 2018 4:26 PM
To: 'Tracey Beaver'
Cc: Cacini, Marina B; Schlindwein, Lisa E; Lafrance, David L
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Thank you for researching this!

What do you recommend we do? Is the Customer out of time at this point? I have seen where Customer's selected the incorrect CIPA check box (or selected more than one option) thus causing it to be rejected. If this was the case can the Customer make a correction or is it too late? It seems that if I recall correctly the 486 was certified in July and has been the subject of many escalations since then leading us right against the last day to invoice deadline.

Thank you,

Matt Pickens | Manager, Government Subsidized Programs
[4145 S. Falkenburg Rd. Suite 7, Riverview, FL 33578](mailto:DLGSPDept@charter.com)
DLGSPDept@charter.com
(813)302-0339

From: Tracey Beaver [<mailto:Tracey.Beaver@usac.org>]
Sent: Friday, February 23, 2018 4:21 PM
To: Pickens, Matthew R
Cc: Cacini, Marina B; Schlindwein, Lisa E; Lafrance, David L
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Matt -

This has been researched and although generally referring to the 486 Notification Letter would be appropriate, a processing mistake was made in this instance.

The FCC Form 486 indicates a CIPA violation and this should have been reflected on the 486 Notification Letter as it is ultimately the reason why the invoice cannot be processed.

Please let me know if I can be of further assistance.

Tracey A. Beaver
Universal Service Administrative Co.
Schools and Libraries Program
Director - Compliance & Customer Service
202.263.1614

From: Tracey Beaver
Sent: Friday, February 23, 2018 10:52 AM
To: 'Pickens, Matthew R' <Matthew.Pickens@charter.com>
Cc: Cacini, Marina B <Marina.Cacini@charter.com>; Schlindwein, Lisa E <Lisa.Schlindwein@charter.com>; Lafrance, David L <David.Lafrance@charter.com>
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 ****URGENT****

Matt -

Thank you for highlighting this for me. I will raise the issues with the Invoicing Team to ensure someone addresses your concerns quickly.

Sincerely,

Tracey A. Beaver
Universal Service Administrative Co.
Schools and Libraries Program
Director - Compliance & Customer Service
202.263.1614

From: Pickens, Matthew R [<mailto:Matthew.Pickens@charter.com>]
Sent: Friday, February 23, 2018 9:53 AM
To: Tracey Beaver <Tracey.Beaver@usac.org>
Cc: Cacini, Marina B <Marina.Cacini@charter.com>; Schindwein, Lisa E <Lisa.Schindwein@charter.com>; Lafrance, David L <David.Lafrance@charter.com>
Subject: RE: Cudahy School BEN 132808 FRN 1699114402 *****URGENT*****
Importance: High

Good Morning Tracey,

This is very alarming. We submitted SLD Invoice 2764432 Line 9036055 under the guidance that the Form 486 Notification Letter found within the EPC News Brief was the deciding factor to determine whether or not a FRN was "ready for invoicing" even if EPC displays "In Review" and the FRN Status Tool 486 SSD is blank.

Needless to say **SLD Invoice 2764432 Line 9036055 was rejected** on 02/08/2017 for the following reason: **"No Form 486 Filed or Form 486 Missing Start Date"**

Again, under guidance from USAC that this is simply a display error and a new invoice would be paid as they were able to confirm the date in which the 486 notification was sent to the Customer. Under USAC's guidance we proceeded to submit **SLD Invoice 2772218 Line Item 9051563**. In addition to the new invoice we opened Case 224912 to track the processing of the invoice. The Case was closed as shown below, further describing the "error" and that the 486 notification was accurate. Remittance statement received on 02/22/2018 for SPIN 143048275 includes a REJECTION for **SLD Invoice 2772218 Line Item 9051563** due to **No Form 486 Filed or Form 486 Missing Start Date**.

We are losing confidence in USAC rather quickly.

Please advise on next steps as we are nearing the Last Day to Invoice deadline on 02/26/2018.

▼ Case Thread

User	Note
USAC	<p>Lisa,</p> <p>In some cases, the FCC Form 486 may show a status of "In Review" within EPC after the FCC Form 486 Notification Letter was issued. This is only a display error. If you have received your FCC Form 486 Notification Letter that your form has been approved, you may proceed with invoicing USAC for approved discounts. Add are aware that not all 486 SSDs are appearing on the FRN Status Tool on our website, but your approved information has been migrated into our invoicing system. Your FCC Form 486 Notification Letter contains approved SSD.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8</p>

143048275|Time Warner Cable Business [LLC|DL-GSPRemittance@charter.com|usacstatement@universalservice.org|4|\\$56,500.00|Schools](#) And Libraries|As of February 08, 2018

SPI|143048275|3_Carolinas_v7_FY2016|1699114402|"SLD Invoice Number:2764432;Line Item Detail Number:9036055;Amount Requested:30350.31;**No Form 486 Filed or Form 486 Missing Start Date;28;**"|062017|\$0.00

143048275|Time Warner Cable Business [LLC|DL-GSPRemittance@charter.com|usacstatement@universalservice.org|64|\\$507,775.62|Schools](#) And Libraries|As of February 22, 2018

SPI|143048275|FY16 170807501|1699114402|"SLD Invoice Number:2772217;Line Item Detail Number:9051563;Amount Requested:30350.31;**No Form 486 Filed or Form 486 Missing Start Date;28;**"|062017|\$0.00

Thank you,

Matt Pickens | Manager, Government Subsidized Programs
[4145 S. Falkenburg Rd. Suite 7, Riverview, FL 33578](#)
[DLGSPDept@charter.com](#)
(813)302-0339



From: Schlindwein, Lisa E
Sent: Friday, February 23, 2018 8:18 AM
To: Pickens, Matthew R <Matthew.Pickens@charter.com>
Cc: Cacini, Marina B <Marina.Cacini@charter.com>
Subject: RE: Cudahy School BEN 132808 FRN 1699114402

This is the message that was updated on my case 224912 with USAC.

▼ Case Thread

User	Note
USAC	<p>Lisa,</p> <p>In some cases, the FCC Form 486 may show a status of "In Review" within EPC after the FCC Form 486 Notification Letter was issued. This is only a display error. If you have received your FCC Form 486 Notification Letter that your form has been approved, you may proceed with invoicing USAC for approved discounts. Add are aware that not all 486 SSDs are appearing on the FRN Status Tool on our website, but your approved information has been migrated into our invoicing system. Your FCC Form 486 Notification Letter contains approved SSD.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8</p>

From: Schlindwein, Lisa E
Sent: Thursday, February 22, 2018 5:14 PM
To: 'Tracey.Beaver@usac.org'
Cc: Cacini, Marina B; Pickens, Matthew R
Subject: Cudahy School BEN 132808 FRN 1699114402

Good Evening Tracey,

I am hoping you can assist me. I entered for reimbursement on the above listed account and it was rejected due to "No Form 486 Filed or Form 486 Missing Start Date". We called USAC and was advised that it was an error and that it was okay to invoice. I invoiced again and now it is in a review status per case 224048. I then entered case 224912 to see if the review would be completed by the invoice deadline, and I have not had a response. Is there anything you could do to help move this review along or advise on what we could do?

Thanks in advance for your assistance!

Thank you,
Lisa S. | Govt Subsidized Program Analyst
DLGSPDept@Charter.com.



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